
PagePro[®] 9100 Maintenance Guide

English

1800660-001B

Thank you for purchasing a MINOLTA-QMS, Inc. printer. Place this *Maintenance Guide* near the printer for quick information.

For technical support: Point your web browser to www.minolta-qms.com, and then click on On-line Help & Drivers. The Answer Base (the dancing sun icon) helps you locate the information you need by asking you questions. You can also refer to the *Installation Guide* and the *User's Guide* for further information.



Caution: Never touch the copper or brass electrodes or electrical parts that are located inside the top cover and underneath the toner cartridge, as a printer malfunction can result.



Dispose of used consumables (except for toner cartridges) properly according to your local regulations. Do not dispose of them by burning.



Keep dry.



The fuser can become extremely hot and cause severe burns. Make sure the unit is cool before handling it.



Do not touch.



Recycle toner cartridges through MINOLTA-QMS. Refer to the *User's Guide* in PDF on the *Documentation* CD-ROM or contact toner_recycle@minolta-qms.com for further information.

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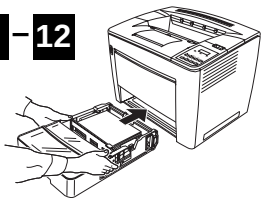
Media Specifications

All media may be output to the 500-sheet output tray. The imageable (printable) area for all media sizes is the page size minus 0.157" (4 mm) from all edges.

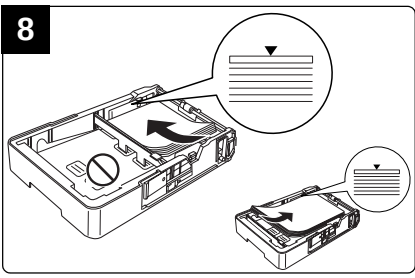
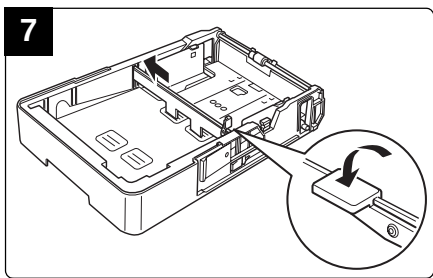
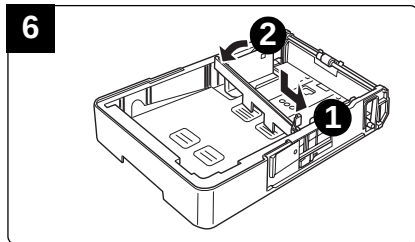
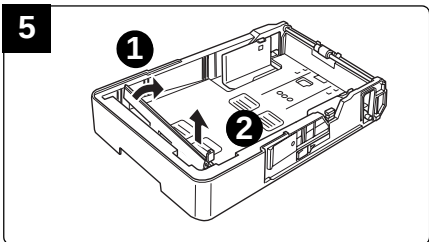
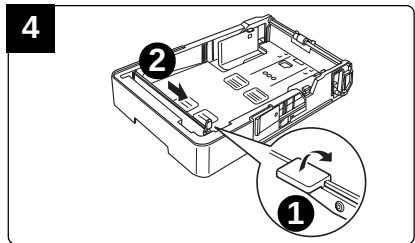
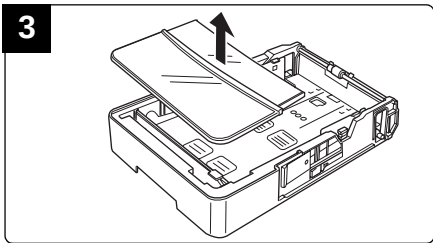
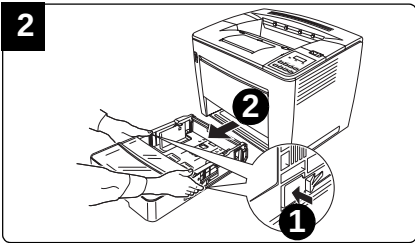
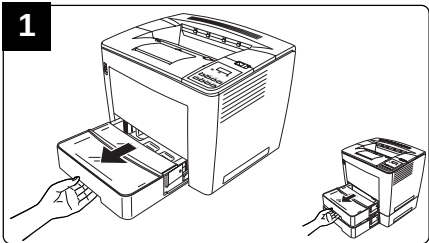
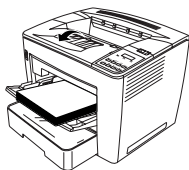
Media	Media Size		Feed Direction	Input Source*	Output Source	Auto-duplex
	Inches	Millimeters				
8 Kai	10.2x14.6	260.0x370.0	SEF	M	Top	No
16 Kai	7.3x10.2	185.0x260.0	LEF	M	Top	No
32 Kai	5.1x7.3	130.0x185.0	LEF	M	Top	No
A3	11.7x16.5	297.0x420.0	SEF	UO/M	Top/Mbox	Yes
A4 Label	8.2x11.7	210.0x297.0	LEF	M	Top	No
A4 Plain Paper	8.2x11.7	210.0x297.0	LEF	UO/M	Top/Mbox	Yes
A4 Transparency	8.2x11.7	210.0x297.0	LEF	M	Top	No
A5	5.9x8.3	148.0x210.0	LEF	M	Top	Yes
B4	10.1x14.3	257.0x364.0	SEF	UO/M	Top/Mbox	Yes
B5 (ISO)	6.6x9.8	176.0x250.0	LEF	M	Top	Yes
B5 (JIS)	7.2x10.1	182.0x257.0	LEF	UO/M	Top/Mbox	Yes
C5	6.4x9.0	162.0x229.0	SEF	M	Top	No
C6	4.5x6.4	114.0x162.0	SEF	M	Top	No
Commercial #10 Envelope	4.1x6.4	105.0x241.3	SEF	M	Top	No
Custom Sizes, Minimum	3.4x5.5	86.0x140.0	Varies	M	Top	No
Custom Sizes, Maximum	11.7x17.0	297.0x432.0				
International DL Envelope	4.3x8.7	110.0x220.0	SEF	M	Top	No
Executive	7.3x10.5	184.0x267.0	LEF	M	Top/Mbox	Yes
Folio (Govt. Legal)	8.5x13.0	216.0x330.0	SEF	M	Top/Mbox	Yes
Government Letter	8.0x10.5	203.2x267.0	SEF	UO/M	Top/Mbox	Yes
Japanese Postcard	3.9x5.8	100.0x148.0	SEF	M	Top	No
Ledger	11.0x17.0	279.4x432.0	SEF	UO/M	Top/Mbox	Yes
Legal	8.5x14.0	215.9x355.6	SEF	UO/M	Top/Mbox	Yes
Letter Label	8.5x11.0	215.9x279.4	SEF	M	Top	No
Letter Plain Paper	8.5x11.0	215.9x279.4	LEF	UO/M	Top/Mbox	Yes
Letter Transparency	8.5x11.0	215.9x279.4	SEF	M	Top	No
Monarch	3.9x7.5	98.0 x 191.0	SEF	M	Top	No
Statement	5.5x8.5	140.0x216.0	LEF	M	Top	Yes
Notes: LEF = Long-edge feed; SEF = Short-edge feed; *UO = Upper or optional media tray(s); M = Multipurpose tray; Mbox = 4-bin Mailbox Thick stock (91–163 g/m ²) cannot be autoduplexed or output to the 4-bin mailbox.						

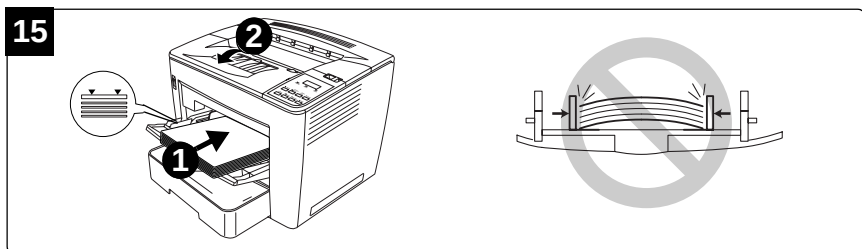
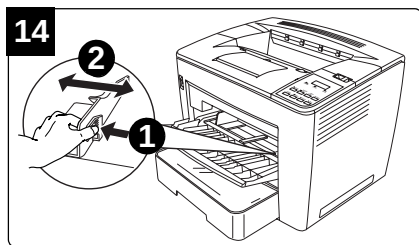
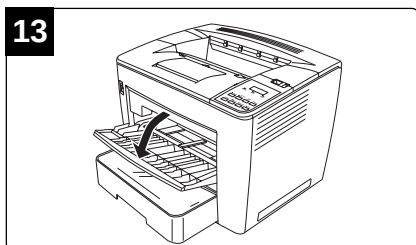
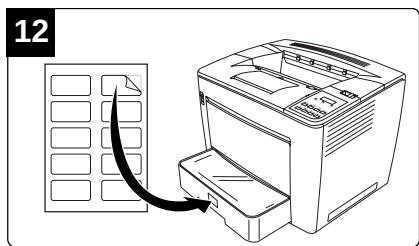
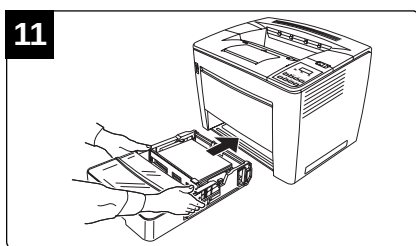
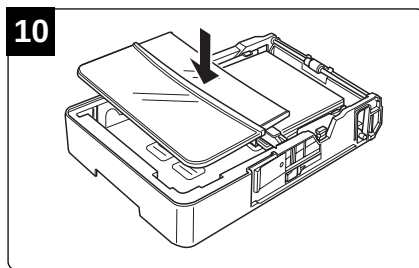
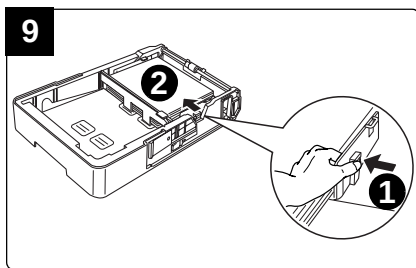
Loading Media

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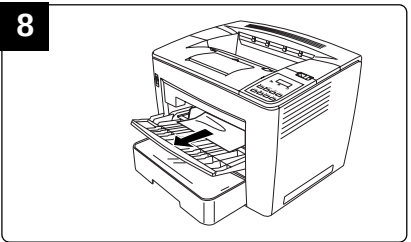
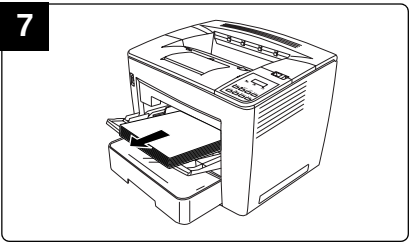
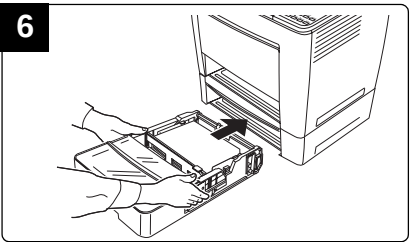
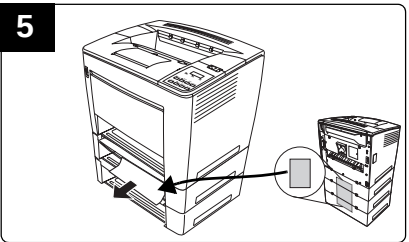
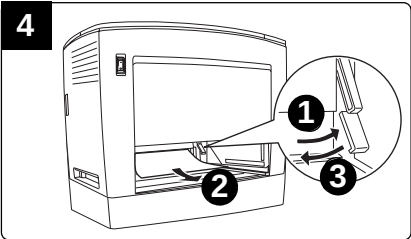
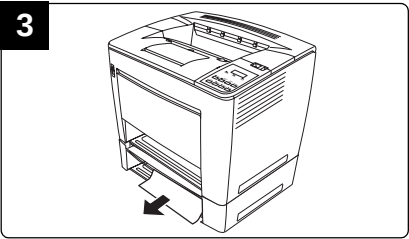
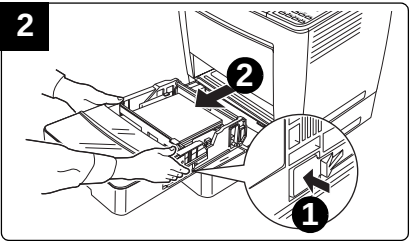
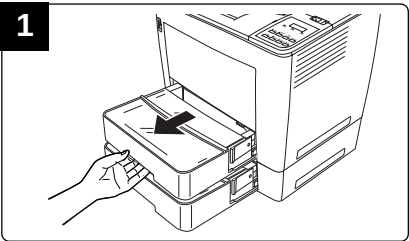
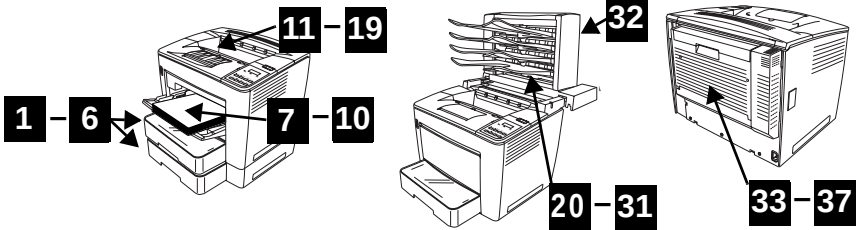


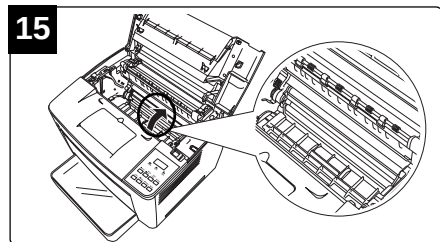
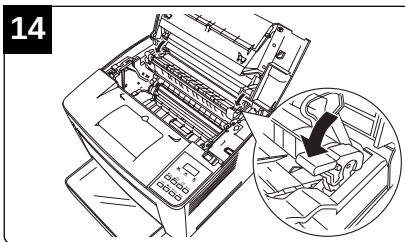
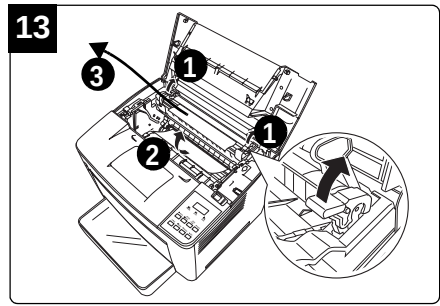
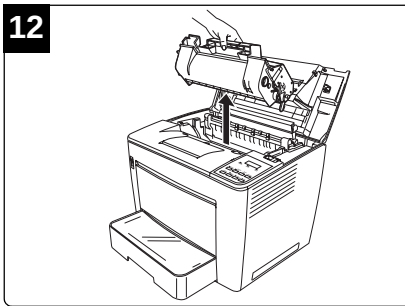
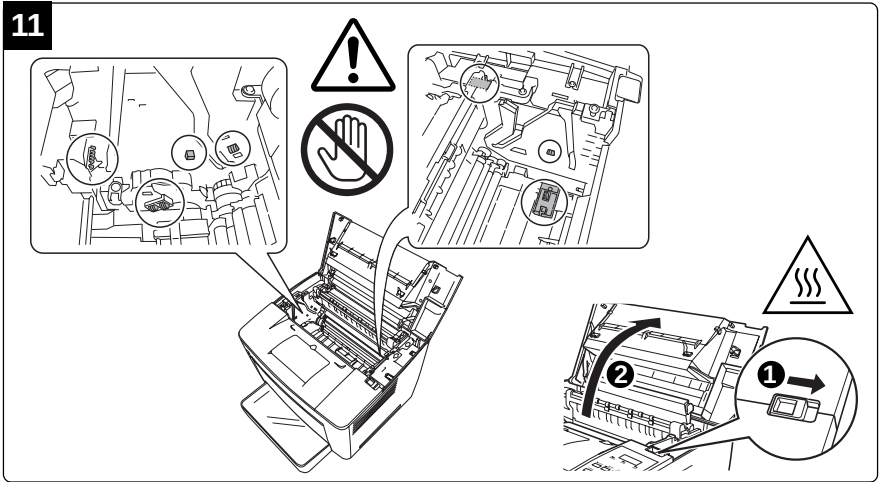
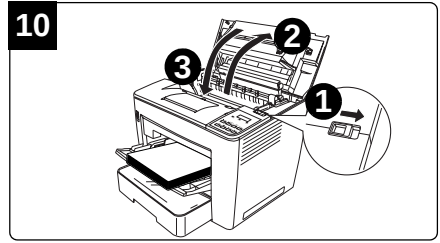
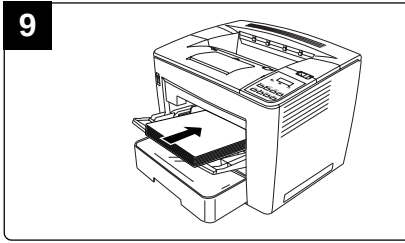
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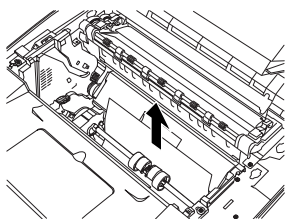


Clearing Media Jams

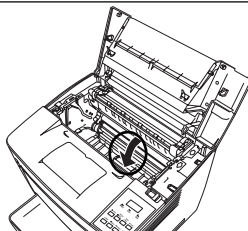




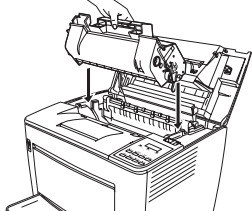
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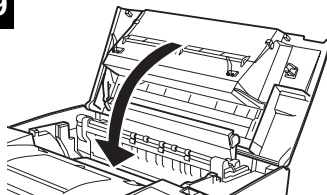
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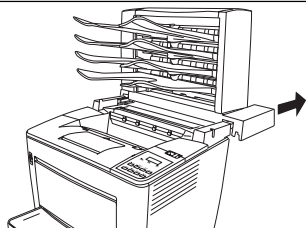
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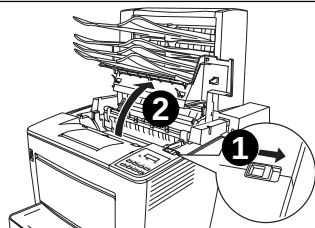
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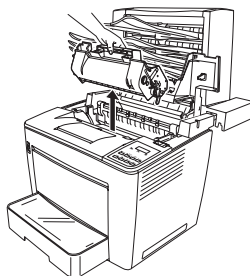
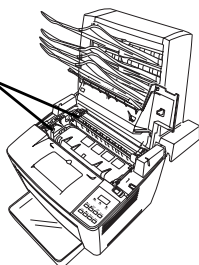
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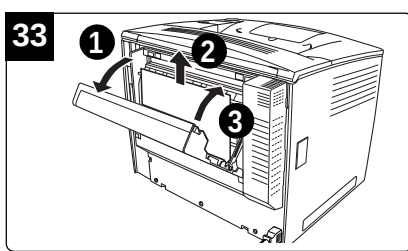
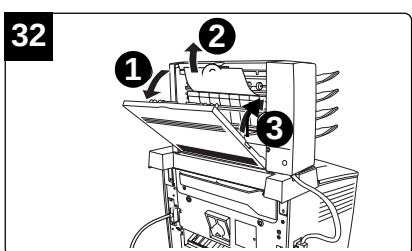
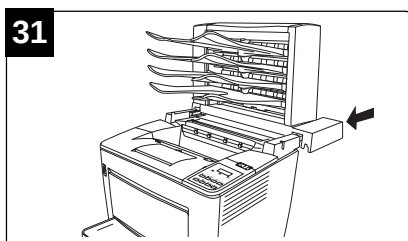
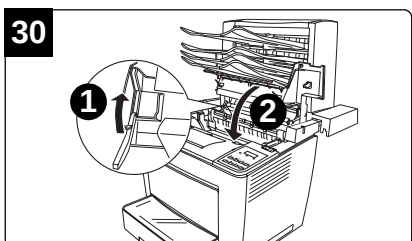
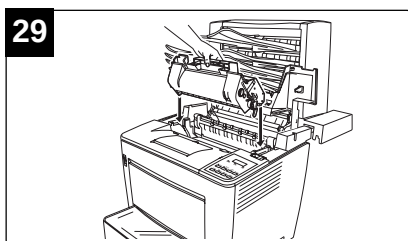
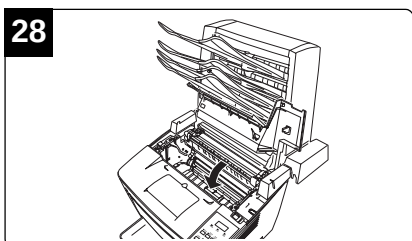
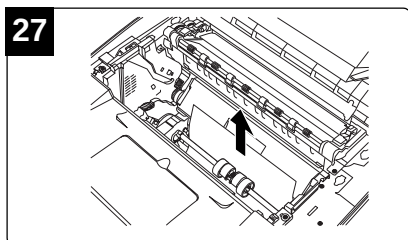
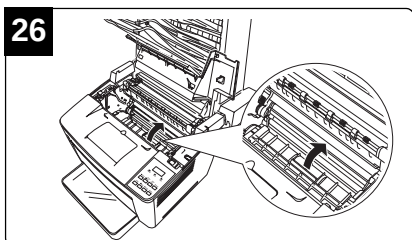
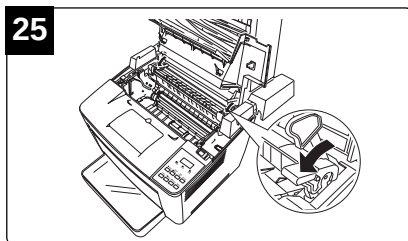
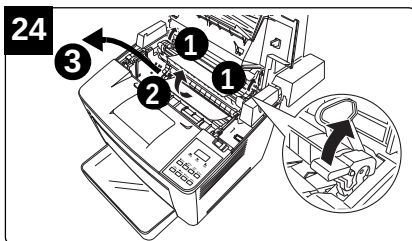


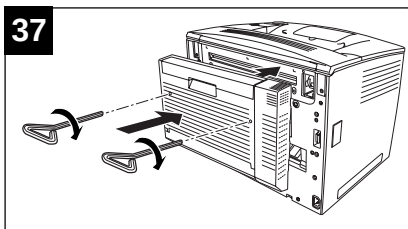
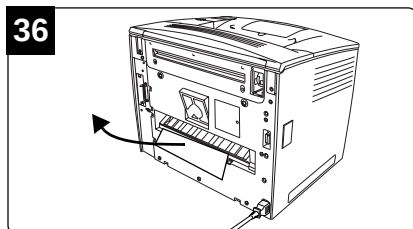
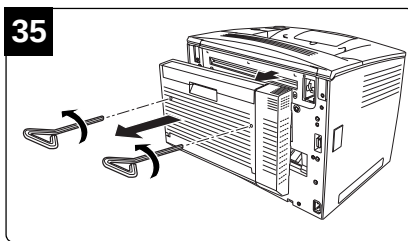
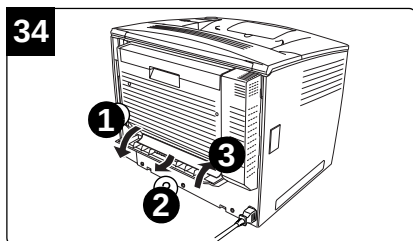
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Maintenance Schedule

Attention

Consumable life is expressed in simplex letter/A4 pages at normal 5% coverage in continuous printing. A duplex page is equivalent to two simplex pages. The stated life expectancy of each consumable is based on printing under specific operating conditions, such as media type and size. The actual life expectancy will vary depending on these and other printing variables, including continuous (optimal consumable life, for example four-page or more jobs) or intermittent (for example, one-page jobs) printing, ambient temperature, and humidity.

Consumables Life Expectancies (in Simplex Pages)

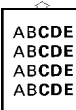
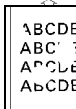
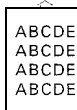
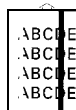
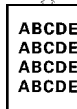
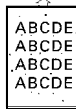
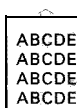
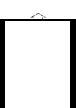
Fuser	300,000 intermittent 500,000 continuous	The fuser must be replaced by a MINOLTA-QMS-authorized service provider. Refer to the <i>Service & Support Guide</i> or www.minolta-qms.com for further information.
Toner Cartridge and Exhaust Filter	At 5% coverage, continuous printing: Starter = 6,000 Replacement = 15,000	User replaces after TONER EMPTY displays in the message window. If the optional duplexer is installed, the exhaust filter does not need replacement.
Media Pickup Roller—Media Tray	Approximately 200,000	User replaces if media misfeeds in the upper or optional media tray frequently, and after every 200,000 pages.
Media Pickup Roller—MPT	Approximately 150,000	User replaces if media misfeeds frequently, and after every 150,000 pages.
Transfer Roller	Approximately 150,000	User replaces.

Messages

Frequent jams in any area indicate that the area should be checked, repaired, cleaned, and/or replaced. Repeated jams will also occur if the media does not match the specifications noted in the *User's Guide* (in PDF on the *Documentation CD-ROM*). Other messages may display in the control panel.

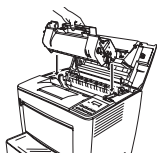
Message	Cause	Do This...
<X> COVER OPEN	The specified cover <X> is not closed properly.	Close the cover.
<X> BIN FULL	The specified outputbin <X> is full and needs to be emptied.	Remove the media from the outputbin.
<X> BIN JAM	The specified outputbin <X> has jammed media.	Locate and remove the jam. Also, check the media pickup rollers for wear. If necessary, replace all of them.
<X> MIS-INSTALLED	The specified item <X>, such as the toner cartridge, is misinstalled.	Reinstall the item.
ADJUST <X> BIN	The specified inputbin <X> needs attention.	Readjust the media and media guides, and reinstall the inputbin, if necessary.
DUPLEX <X>	The specified message <X>, such as DUPLEX MEDIA ERROR, in the duplexer needs attention.	Locate and resolve the message.
ENERGY SAVER	Energy Saver has been activated.	No action needed.
INVALID TONER CARTRIDGE	You have attempted to install a non-approved toner cartridge, causing the printer to operate incorrectly.	Use only the approved MINOLTA-QMS consumables. For information about ordering consumables, refer to www.minolta-qms.com or www.q-shop.com .
MAILBIN <X>	The specified message <X> in the 4-bin mailbox needs attention.	Locate and resolve the message.
MEDIA JAM <X>	A media jam in the specified location <X> may mean that media has jammed, that a sheet of media was not being picked up, or that the media pickup rollers need cleaning or replacement.	Locate and remove the jam. Also, check the media pickup rollers for wear. If necessary, replace all of them. Open and close the front door to reset the printer.
PAPER SIZE MISMATCH	The media detected in the tray doesn't match the media size setting.	Change the media in the tray or change the media size setting in the driver.
PUT <X> IN <Y> BIN	The specified input tray <Y> needs to be refilled with the specified media size <X>.	Refill the specified input tray with the specified size of media.
SERVICE CALL <X>	A service call is needed for <X> (the specified item).	Place a service call. Refer to the <i>Service & Support Guide</i> or www.minolta-qms.com for further information.
TONER CART. MISINSTALLED	The toner cartridge is not seated properly in the printer.	Reinstall the approved MINOLTA-QMS toner cartridge.
TONER EMPTY	The toner cartridge is empty.	Replace the toner cartridge and, if no duplexer is installed, the exhaust filter.
TONER LOW	The toner cartridge is nearing the end of its life. Approximately 750 pages after the printer displays TONER LOW, the printer stops.	No action needed. If print quality is reduced, replace the toner cartridge and, if no duplexer is installed, the exhaust filter.
WARMING UP	The printer is getting ready to print.	No action needed.

Troubleshooting

If printed page looks like this...	Check this...			If printed page looks like this...	Check this...		
	Toner Cartridge	Image Transfer Roller	Media or Media Feed Roller		Toner Cartridge	Image Transfer Roller	Media or Media Feed Roller
	●				●	●	
	●						●
	●				●		
	●				●		●
	●					●	

Replacing the Toner Cartridge

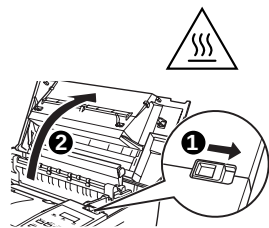
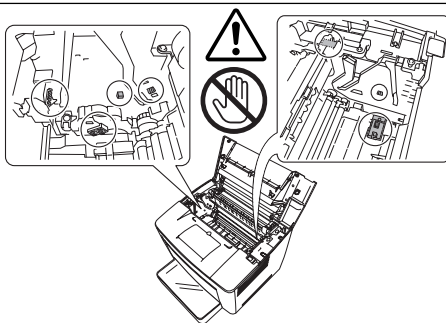
1 - 6



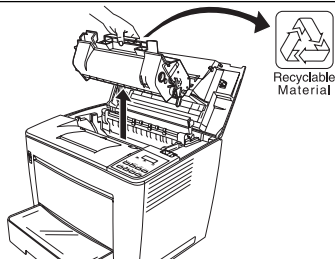
7 - 14



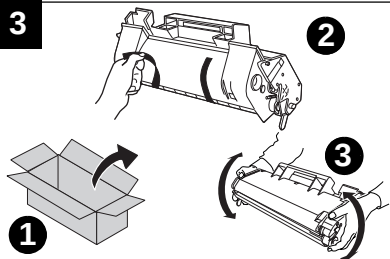
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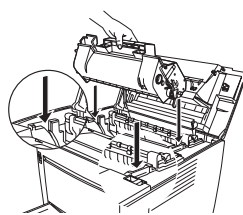
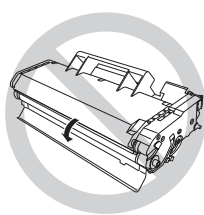
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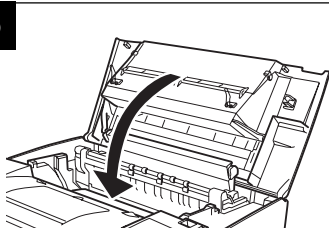
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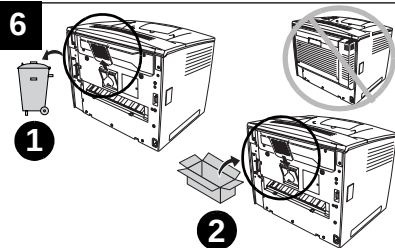
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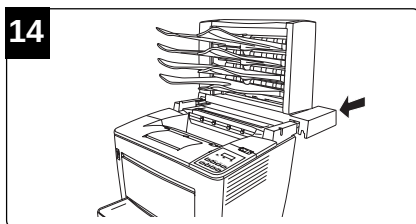
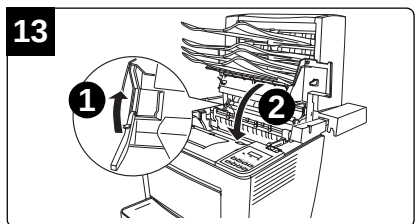
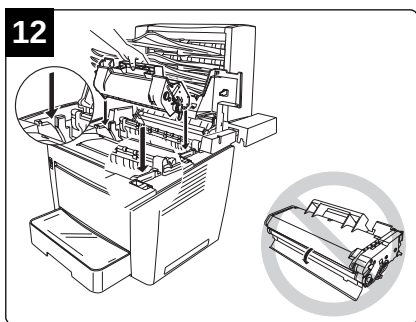
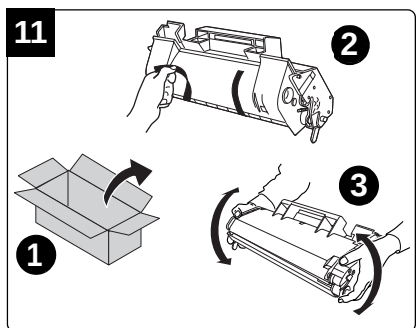
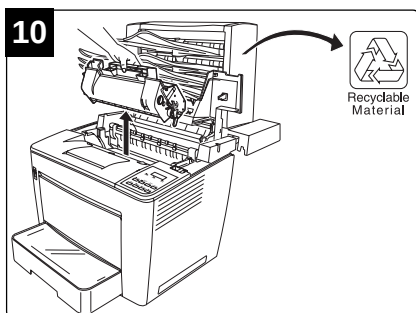
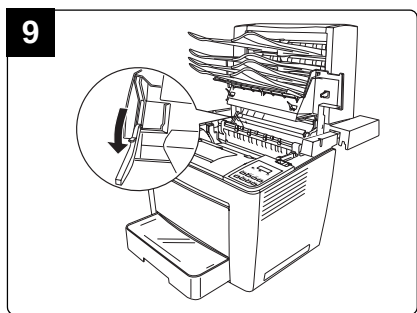
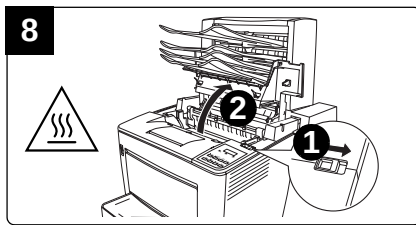
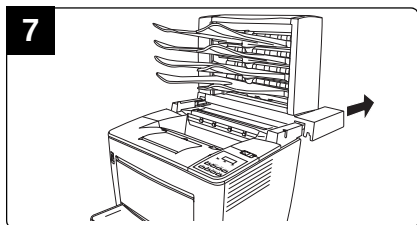


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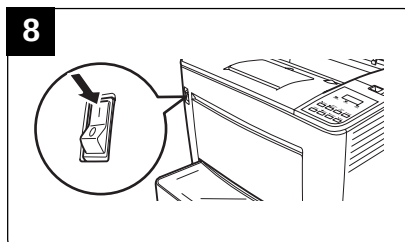
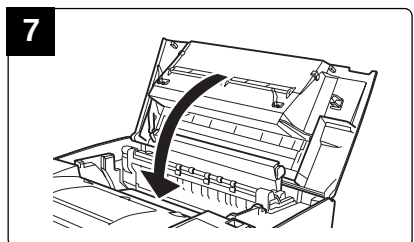
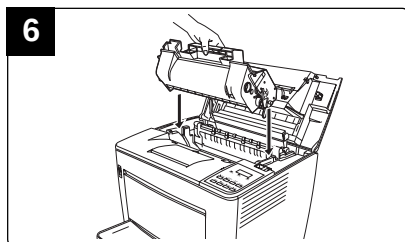
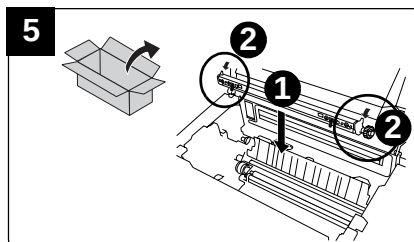
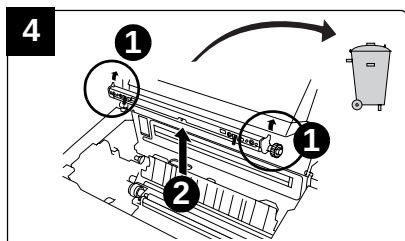
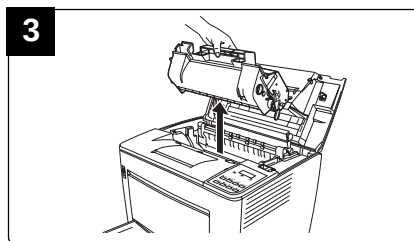
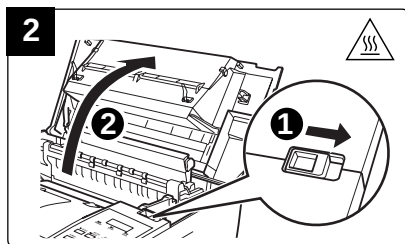
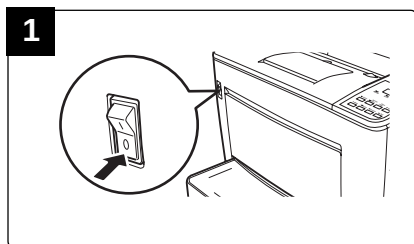
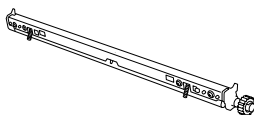


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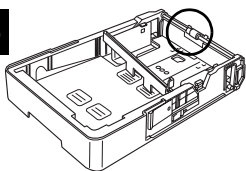


Replacing the Transfer Roller

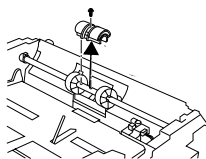


Replacing the Pickup Rollers

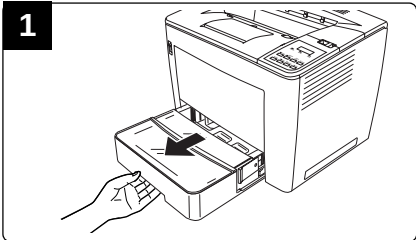
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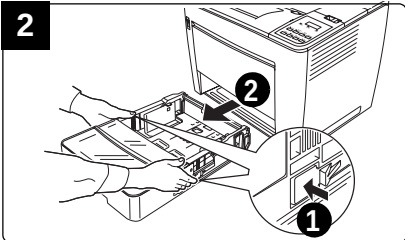
6 – 16



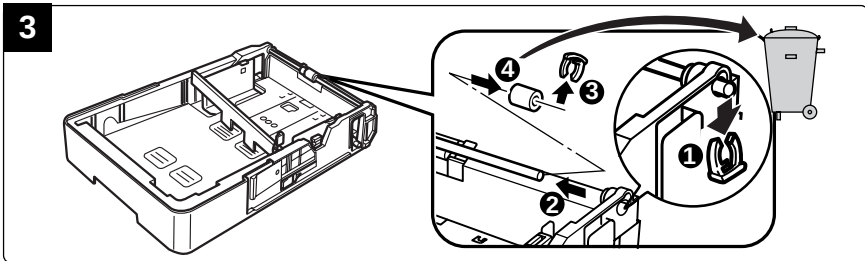
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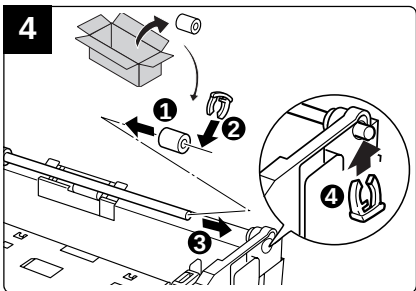
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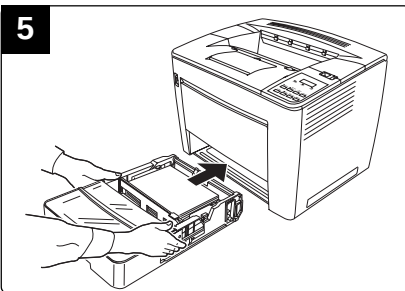
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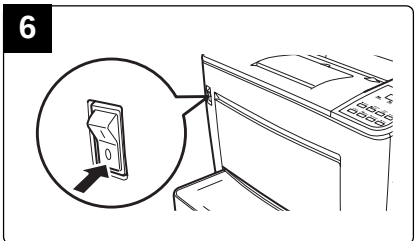
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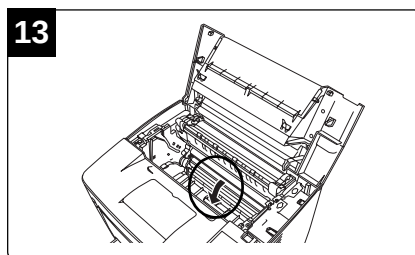
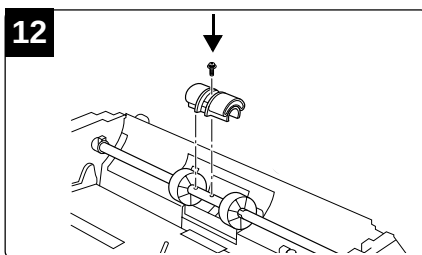
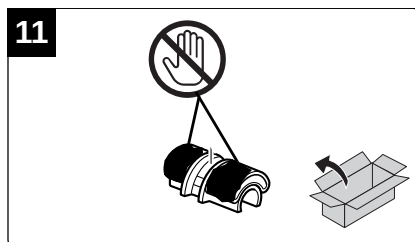
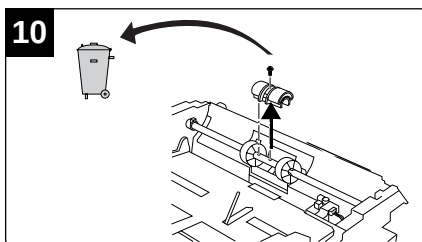
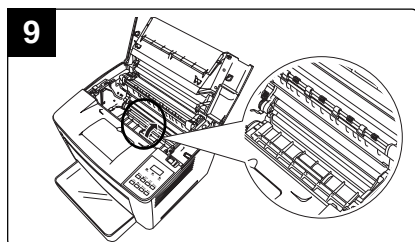
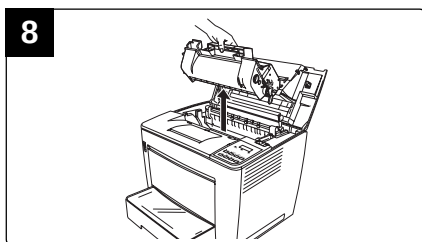
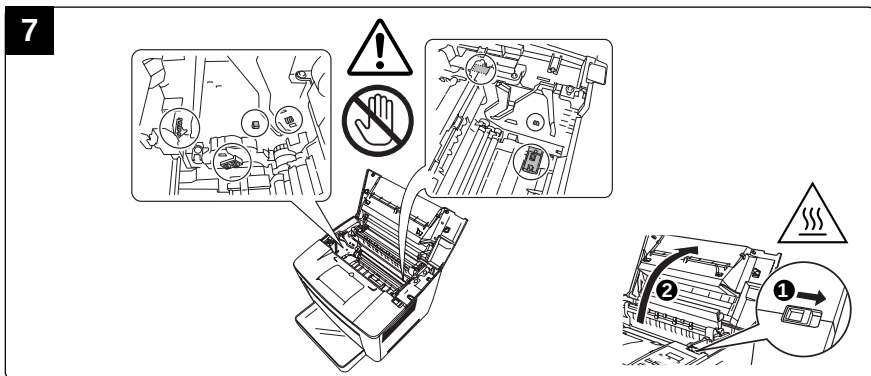


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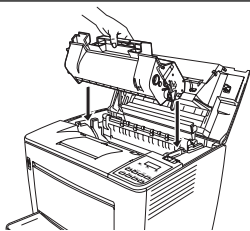


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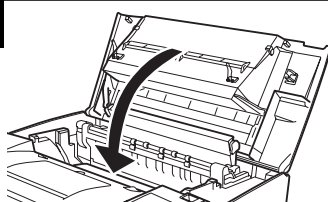




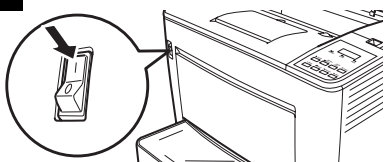
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15



16



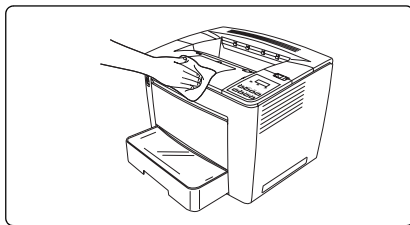
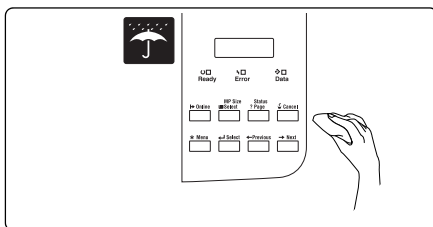
Cleaning Schedule

Clean this item thoroughly...	After...
Exterior	Once a month or as needed, whichever comes first.
Interior (media pickup rollers)	Media stops being fed from the media tray(s). (If necessary, replace all the media pickup rollers.)
Note: Do not clean elsewhere inside the printer. If necessary, refer to the <i>Service & Support Guide</i> for a MINOLTA-QMS-authorized service provider near you or go to www.minolta-qms.com .	

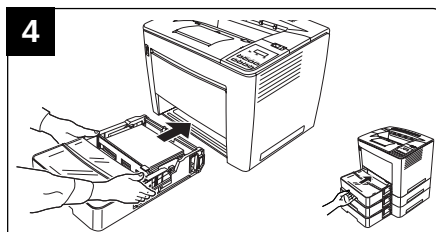
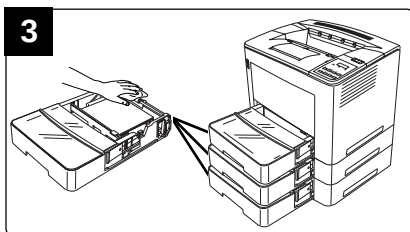
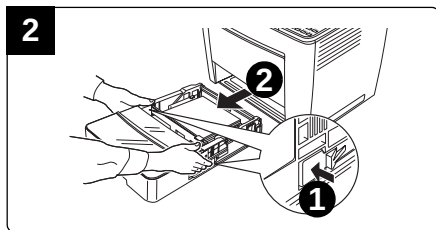
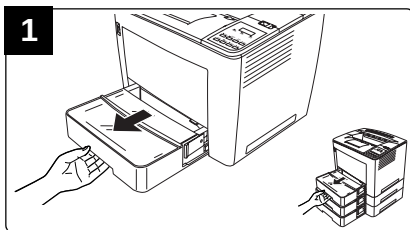
Cleaning Guidelines

Exterior—Use	Exterior—Avoid
A soft dry cloth to clean the control panel.	Sharp or rough implements (such as wire or plastic cleaning pads or brushes); liquids.
A soft, wrung-out damp cloth to clean the outside of the printer.	Aerosol or pump-sprayed cleaners; too much dampness in the cloth.
Mild neutral detergent to clean the outside of the printer if necessary.	Abrasive or corrosive solutions that contain solvents (such as alcohol, benzene, or thinners).
Interior (Media Pickup Rollers Only)—Use	Interior—Avoid
A soft dry clean cloth.	Sharp or rough implements (such as wire or plastic cleaning pads or brushes); any liquids.

Cleaning the Printer Exterior



Cleaning the Media Tray Pickup Rollers



Cleaning the Multipurpose Tray Pickup Roller

